



INFORMATION SYSTEMS MANAGER ADMINISTRATION

This job description is intended to present a descriptive list of the range of duties performed by employee(s) in this municipality and is not intended to reflect all duties performed within the job.

DEFINITION

Under the direction of the City Administrator, directs the overall coordination of the City's information technology infrastructure, including operation of City's fiber optic network, Ethernet networks, IBM Midrange computer system, servers, mobile and desktop computers, video security systems, SCADA systems, telephone system, telecommunication networks, email systems, software applications, software development, firewalls, routers, backup systems, and network security systems.

ESSENTIAL JOB FUNCTIONS

- Works with City staff and non-city personnel to install, upgrade and maintain City information technology;
- Provides project planning and management for the implementation of new or upgraded systems;
- Maintains and expands the City-wide fiber optic network;
- Acts as liaison with software and hardware vendors for problem resolution;
- Assists in developing specifications for computer hardware, software and other technology related purchases;
- Insures compliance with all software licensing requirements;
- Manages City website and social media accounts.
- Maintains the security of all information technology in use by the City;
- Develops and maintains backup and recovery processes for all data storage systems;
- Provides ongoing technical support and assistance for City staff;
- Develops day-to-day Information Systems policies;
- Maintains and enhances the City-wide Ethernet network which encompasses most City buildings;
- Manages the City-wide phone system;
- Plans, directs, and manages a team of Information Technology professionals;
- Keeps current on developments and trends in information technology, computer systems, security and systems management;
- Meets with vendors, citizens, regulatory agencies, City Council and other public agencies.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Microsoft Windows Server and desktop operating systems.
- Microsoft Office software and email systems.
- Microsoft SQL Server and relational database management.
- Ethernet network design, troubleshooting and maintenance.
- Wireless network design and maintenance.
- Utility billing and collection methods, software, policies and procedures.
- IBM AS/400 – Power 9 systems; IBM OS/400 - IBM i operating systems.

- VOIP telephone systems.
- SCADA systems.
- Video security systems, motion detection systems, door control systems.
- Geographic Information Systems (ESRI).
- Website development and social media.
- Fiber optic network design, cabling, and hardware.
- The principles of enterprise level finance software.
- Expertise in network and computer security, firewall administration, and router configuration.
- Principles of supervision, leadership, training and performance evaluation.
- Principles and practice of budget preparation and administration.

Ability to:

- Work with staff to organize and implement a comprehensive Information Technology program.
- Select, supervise, lead, train and evaluate staff and outside service providers.
- Recommend and implement goals, objectives, and practices for providing effective and efficient information technology services.
- Prepare and administer a budget.
- Communicate clearly and concisely, both orally and in writing with all levels.
- Establish and maintain effective working relationships.
- Solve problems using creative and unconventional methods.

TRAINING, EDUCATION, EXPERIENCE AND QUALIFICATIONS

Any combination of education and experience equivalent to graduation with a Bachelor's Degree with major course work in information systems, computer science or a closely related field. Five plus years of increasingly responsible experience in network systems development and analysis, including two years of supervisory experience leading to the management level.

JOB LOCATION

Information Systems Division
308 W Prospect Ave
Norfolk, Nebraska

EQUIPMENT

Servers, IBM Midrange computers, personal computers, peripherals, network hardware, routers, firewalls, phone systems, video security systems, all tools and equipment necessary for the development and maintenance of the City's Information Technology Systems; automobile.

PHYSICAL REQUIREMENTS

Key: N= Never O = Occasionally F = Frequently A= Always

	N	O	F	A
LIFTING		X		
TRANSPORTING		X		
PUSHING		X		
PULLING		X		
CLIMBING		X		
BALANCING		X		
STOOPING		X		
KNEELING		X		
CROUCHING		X		
REACHING		X		
HANDLING		X		
FINGERING			X	
FEELING		X		
TALKING				X
HEARING				X
NEAR ACUITY				X
FAR ACUITY		X		
DEPTH PERCEPTION			X	
COLOR VISION				X
FIELD OF VISION			X	
TASTING/SMELLING		X		

ENVIRONMENTAL CONDITIONS

	N	O	F	A
EXPOSURE TO WEATHER		X		
EXTREME COLD		X		
EXTREME HEAT		X		
WET AND/OR HUMID		X		
NOISE INTENSITY LEVEL		X		
VIBRATION	X			
ATMOSPHERIC CONDITIONS		X		
MOVING MECHANICAL PARTS		X		
ELECTRIC SHOCK		X		
HIGH EXPOSED PLACES	X			
RADIATION	X			
EXPLOSIVES	X			
TOXIC/CAUSTIC CHEMICALS	X			

POSITION:

STANDING: 10%
WALKING: 10%
SITTING: 80%

CONTROLS:

HAND-ARM: 50%
FOOT-LEG: 50%

STRENGTH LEVEL: 50-70 pounds